Military Medical Support Office Update on Civilian Medical and Dental Care for Service Members

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TRICARE Prime remote:

Overview

- Mission
- Populations Served
- MMSO, MTF, and Contractor Roles under the TPR Program
- Issues
  - Enrollment
  - Preauthorization of Medical Care
  - Claim Processing

Military Medical Support Office

Mission

To directly support the provision of health care for service
members** enrolled in the TRICARE Prime Remote (TPR) Program and other eligible personnel through:

- Medical and fitness for duty oversight and coordination, and;

- Dental care pre-authorizations and claims processing.

**Primarily for Service Members enrolled or

POPULATIONS SERVED

- Active Duty Members enrolled in TRICARE Prime
  Remote

- Part-time beneficiaries (Reserves, NG, ROTC, other)

- Beneficiaries receiving dental care outside the
  military system: (TRICARE Prime Remote or Dental
  Treatment Facility referred)

- OCONUS Service Members traveling in CONUS

MMSO Staffing

- Officers: (10)
  - Navy: 4 MSCs, 1 NC
  - Air Force: 1 DC, 1 MSC
  - Army National Guard: 1 NC
  - Coast Guard: 1 MSC
- Enlisted (14 on board):
  - Navy: 3 HMCs & 3 Hospital Corpsman
    4 HMs - 8496 (Morticians)
  - Air Force: 2
  - Army: 1
  - Army National Guard: 1
- Authorized Army Civilian Billet: 1
- Authorized Civilian Billets (66):
  Current Civilian Manpower
  Permanent: 62 Term: 2

Customer Service

- 24 hour/7day service (1-888-MHS-MMSO) to answer questions on MMSO operations.
- Assist Service Members with problems on claims or with health care access.
- Respond to Congressional Inquiries and facilitate the appeals process.
- Provide Dental Treatment Facility referred dental care reports to Major Commands.

MMSO Coordination with MTFs in CONUS

- For service member's (SM) enrolled to MTF/TRICARE Overseas Program and traveling in CONUS:
  - Ensure CONUS MTF notification of Service Members hospitalization
  - Track MTF's management of hospitalized SMs
- MMSO assists in CONUS MTF's responsibilities for:
  - Notifying soldier's overseas unit
  - "Fitness for duty" evaluation and possible transfer to MTF from a civilian hospital
  - MTF coordinates MEB/PEB

MMSO's Role in Service Members Medical Claims

- For SMs TDY/TAD in TLAC from CONUS; ensure Medical Claims Paid by CONUS TRICARE Contractor
  - Emergency and urgent care may be paid by ISOS except Cuba, Puerto Rico, and Canada
  - Deployed units should have own funds for their service members

- For SMs transferring/PCSing from a remote area in CONUS to OCONUS/TLAC area; any denied/unpaid medical or dental claims call MMSO at 1-888-647-6676

- For SMs transferring/PCSing from MTF in CONUS to OCONUS/TLAC; any denied/unpaid medical claim call the MTF; see MTF phone directory at www.tricare.osd.mil/bcac

SPOC Denied Medical Claims for Service Members

- Only applies to CONUS enrolled SMs including SM's PCSing or TDY/TAD to OCONUS area
- Procedures for denied claims:
  - MMSO Service Point of Contact denied medical claims for Service Members indicated in remarks section of TRICARE EOB
  - For SPOC denied claims, call MMSO's 24 hour day/7 days a week toll free number at (888) 647-6676 or (888) MHS-MMSO.
  - All other EOBs for denied claims are referred to the respective Contractor's toll free number based on where the ADSM is enrolled or resides.

OCONUS Preauthorization of Specialty Care Issues

- Education of MTF Personnel on Contractor's jurisdiction for claim payment
  - Claims are paid in the Region where the ADSM resides or is enrolled (i.e. ADSM's CONUS Contractor pays medical claims for medical care rendered in OCONUS areas)
  - Medical Claims for TRICARE Overseas Program eligible ADSMs that are not enrolled and traveling in CONUS are paid in the Region where care is rendered (Policy Manual, Chapt 12, Section 12.1 para II)

OCONUS Preauthorization of Care Issues

- OCONUS ADSMs traveling in CONUS
  - MMSO is listed on the enrollment card as the ADSMs POC
  - For TRICARE Europe and TLAC enrolled ADSMs, MMSO does not have authority to authorize specialty care after an emergent visit or hospitalization
  - The SM's Unit Commander and OCONUS MTF should authorize specialty care for ADSMs returning to CONUS for scheduled or planned specialty care (i.e. baby delivery, tubal ligations, vasectomies, hysterectomies etc.)

CONUS Preauthorization of Specialty Care Issues

- Cross Regional CONUS Authorizations -MTFs do not load Authorizations for Specialty Care in the Region where ADSMs are enrolled
- Inaccurate eligibility and address information in DEERS – Update DEERS/TRICARE Info during Unit Inprocessing
- MMSO management of service members in training for less than 180 days that are not enrolled to MTF
- Unauthorized care and Chiropractic care costs

MMSO's Role in TPR

- Medical oversight of Managed Care Support Contractor's management of TRICARE Prime Remote service members to include:
  - Referral to MTF for medical care and fitness for duty evaluations
  - Review of TPR and non-MTF referred claims not authorized for payment by the contractor
  - Appeals by service members when directed to MTF or claims denied for non-covered services

MMSO's Coordination with Contractors under TPR

Through an electronic interface:

- MMSO authorizes specialty or inpatient care for TPR enrolled ADSMs prior to contractor authorizing medical care and claim payment

- MMSO directs the site of care (VA, MTF, Civilian) for service members not under MTF's control
  - Service members are not notified of specialty or inpatient approved medical care until MMSO designates site of care
  - SM may appeal MMSO determination for MTF directed care

MMSO's Role in SHCP

- Direct management of non-enrolled service members under non-MTF referred Supplemental Health Care Program (SHCP) – primarily reservists

- Review of SHCP non-MTF referred claims not authorized for payment by the contractor

The Remote Dental Program in CONUS

- In CONUS, the MMSO pays for active duty remote dental care and DTF referred care
  - not associated with the TRICARE Family Member Dental Program
- Pre-authorization Not Required for Routine Dental Care (Exams, X-rays, Cleanings, Fillings, Extractions)
- Pre-authorization Not Required for Treatment under $500
  - Yearly maximum before pre-authorization is needed: $1500

Remote Dental Program

TRICARE

- Specialty services require pre-authorization by MMSO (crowns, bridges, implants, surgery)
- Extensive services may be referred to the MTF
- Orthodontic services are NOT covered unless approved by a military orthodontist
- Dental Claims Are Sent to Different Address Than Medical Claims

Remote Dental Program Issues

- MMSO requires Dental Treatment Facility exam when civilian dentist treatment plan appears excessive upon dental officer's review
- MMSO pays billed charges on dental care
- ADSMs traveling to MTFs for dental exams and readiness classification

MMSO Website

- MMSO Website
  - http://mmso.med.navy.mil/ includes:
    - Remote Dental Program for Service Members Instructions
    - Reserve Component Instructions
    - Includes LOD regulation AR 600-8-1 (1986)
    - Obtaining eyeglasses from DOD Optical Fabrication Labs
    - Unauthorized Medical Care List
    - Where to get help telephone and e-mail customer services

MMSO Website

- Important Policy Memos on MMSO website:
  - Priorities for Access to MTF – Reserves are in first category for access
  - TRICARE Enrollment and Unit Inprocessing Processing Procedures
  - Army National Guard All States Letter Implementing TRICARE
  - Air Force MTF Referral Policy
  - Navy MTF Referral Policy
  - Army MTF Referred Care Policy

Questions??

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